

Working Title		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
	Controller, Senior Official	Office of the Controller	Treasury Board and Finance
Present Classification		Requested Classification	
Executive Support 2		Executive Support 2	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Background Information

The Office of the Controller provides leadership to the department and the Government of Alberta as a whole in the areas of government accounting standards and financial reporting, financial management and control policies, enterprise risk management, and financial business process management.

The Office of the Controller is comprised of 34 full-time equivalencies and has an operating budget of approximately \$7 million. The Office of the Controller (OOC) comprises of three distinct branches: In addition, Corporate Internal Audit Services report administratively to the Controller and is included in OOC's budget

Financial Accounting and Standards (FAS), Corporate Consolidations and Reporting (CCR) and Continuous Improvement and Supports (CIS).

Position Summary

The Divisional Coordinator supports the Controller and the Executive Directors to achieve the mandate and goals of the Office of the Controller and the effective operational management of the division through provision of assistance, information management support and administrative services. As the assistant to the Controller, this position integrates information from a variety of sources, including division and Ministry representatives, other departments and stakeholders, to alert the Controller to emerging issues, confirm the status of projects and initiatives, and provide support for associated recommendations and solutions.

The Divisional Coordinator has a key role in facilitating effective communication within the Office of the Controller and with other areas of the Ministry and government. This position liaises with the offices of the Deputy Minister and other senior Ministry representatives and with division directors and staff members to coordinate diverse issues, projects, and work processes so the Controller is informed, prepared and organized to carry out the business of the division and Ministry.

The Divisional Coordinator supports the Controller with the ongoing operational management of the Office of the Controller, including coordinating the completion of action requests and ministerial correspondence; drafting, reviewing and assessing correspondence, along with various administrative tasks. This position also manages the payables function for the division within 1GX.

This position briefs the Controller and division management team on administration issues with potential to impact the division and provides comprehensive information to support operational planning and decision-making.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Administration issues relevant to the Controller and the divisions are identified, managed, responded to and resolved appropriately through direction, guidance and coordination of activities and resources.

Activities:

- Facilitate communication and information flow between the Controller's office and the Deputy Minister's office, throughout the division, and with the offices of senior government representatives and stakeholders.
- Responds to or refers enquiries from the public, other ministries, Ministry representatives, Deputy Minister's office, Minister's office, and stakeholders; probes for issues; solves problems; and anticipates impact of enquiries to determine appropriate response strategy.
- Establishes and maintains effective working relationships and communication linkages with division and Ministry representatives, stakeholders, and partners to ensure the Controller is aware of issues and has appropriate input and information to make decisions.

2. Communication and information requirements are managed through development, implementation and continual enhancement of effective processes, guidelines and working relationships.

Activities:

- Uses internal controls to effectively manage confidential and politically sensitive materials and information flowing through the Controller's office. (on highly sensitive files a strict instructions including level of confidentiality and sensitive , safe keeping instructions).
- Manages distribution and tracking of action requests and correspondence received by the Controller, including assigning Controller requests for action to appropriate areas of division; liaising with senior division representatives to ensure response occurs and issue(s) are resolved
- Ensures Minister's and Deputy Minister's correspondence guidelines are adhered to within the division.
- Responds to requests for information on behalf of the Controller in a timely manner while also considering content, impact and appropriate level of authority is involved.

3. The Controller's office is effectively managed to ensure efficient and coordinated operations and outcomes.

Activities:

- Identifies administrative issues with potential to impact the Controller's office, including recommending solutions and actions to address issues; develops, streamlines and coordinates administrative and operational systems and processes to enhance efficiencies within the Controller's office and the division.
- Makes decisions and initiates actions regarding day-to-day administrative operations and workflow requirements within the Controller's office.
- Manages the Controller's calendar, including scheduling appointments and meetings within the Ministry and across government; uses judgement and knowledge of Controller's priorities and commitments to resolve scheduling conflicts.
- Maintains records management, disposition and bring-forward systems for the Controller's office.
- Prepares and assembles background materials for meetings, presentations and other sessions, ensuring relevant information is compiled and organized effectively.
- Coordinates travel arrangements for the Controller (i.e., Out of Province Travel approval if required, flights, hotel, etc.) attending yearly conferences or seminars.
- Purchases materials and office supplies required for effective operation of the Controller's office.
- Administers human resources-related activities for the Controller's office, including liaising with Human Resources; and coordinates responses and dissemination of information within the office.
- Manages facilities and accommodations activities for the Controller's office, including coordinating changes to office facilities and moves.
- Responds to enquiries and issues as directed by the Controller, consistently demonstrating commitment to excellence and innovation in the delivery of high quality services to clients.

4. Leads various initiatives, projects and committees associated with the Controller's office.

Activities:

- Coordinates the Western Comptrollers' Conference and the Annual Federal/Provincial/Territorial Comptrollers' Conference (NCC), when Alberta is hosting.
- Liaison for the Controller's office with the Secretariat of the Canadian Council of Comptrollers'.
- Coordinates responses on any Exposure Drafts or Papers put out by the Canadian Institute of Chartered Accountants (CICA) or the Public Sector Accounting Board (PSAB).

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- Plans and coordinates implementation of new or revised department policies and programs within the division, applying comprehensive understanding of division capacity and operations to develop project plans, recommend strategies and coordinate associated implementation activities.
- Plans and coordinates regular staff meetings and social events.
- Working with branch leads, coordinates consolidated responses for the Controller's office (e.g. ministry annual report/business plan submissions, Red Tape Reduction Initiatives, etc.).
- Provides back up and cover off for the Manager, CRA and CBSA programs. This includes liaising with CRA and CBSA agents in addition to assisting Ministry staff navigate any issues that may arise. In addition, this role is responsible for maintaining a current list of Ministry and Agencies, Boards and Commissions (ABCs) contacts.

5. The Deputy Minister's office is provided with highly professional administrative and coordination services to support the effective functioning of the DMs team.

Activities:

- Liaises with Deputy Minister's staff to ensure effective operation of the DM's office; provides input to development of office procedures and processes.
- Uses knowledge of department and government programs and highly developed interpersonal skills to interact effectively with widely diverse callers and visitors and respond appropriately to enquiries including those forwarded by the Minister and DMs office.
- Provide cover off for Deputy Minister's office admin staff when required.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This position supports the Controller and the Executive Directors through provision of a broad range of coordination, administration and operational services, working with minimal supervision in a fast-paced office environment and interacting significantly with senior division, Ministry, government and stakeholder representatives (i.e., Deputy Ministers' of Executive Council and Treasury Board and Finance, Executive Directors, other Ministries, other Federal/Provincial/Territorial jurisdictions and the public). The Controller oversees an office that provides services to the entire Government of Alberta and agencies, and is often faced with leading initiatives and responding to issues with complicated deadlines and multiple sources of input. As the assistant to and "front line" contact for the Controller, the Divisional Coordinator is relied on to manage priorities, timelines and resources on the Controller's behalf to ensure deliverables are provided within established time frames.

The responsibilities of this position have division and Ministry-wide impact, with the Divisional Coordinator managing and streamlining of information flow within and beyond the Controller's office. The Divisional Coordinator relays information and direction throughout the division on behalf of the Controller, coordinating resources (for example Administrative tools, people etc.), processes and information to ensure the Controller can focus on division, department and cross-ministry business and responsibilities. This position also coordinates information flow between the Controller's office and those of key clients and stakeholders, requiring sensitivity to the diverse interests of clients and stakeholders and ability to balance the occasionally conflicting priorities of individuals representing a variety of programs, interests and issues.

Creativity and analytical and problem-solving skills are required to support the Controller with the delivery of division accountabilities and achievement of goals. The volume, complexity, and diversity of issues dealt with require a high level of independence, initiative, and critical thinking.

Excellent judgement and respect for confidentiality of information is critical, given that decisions and recommendations impact directly on the operation of the Controller's office and define many of the operational, administration and information coordination processes used in the division.

Identifying administration and operational issues and recommending new and improved solutions, processes and standards pose challenges in terms of influencing decisions and obtaining consensus and commitment from all areas of the division. This position must be able to effectively cope with obstacles such as conflicts with timelines, resource allocation, and priorities and differences in managerial approaches to deliver results and model behaviours associated with the continual improvement of the division's service culture.

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The Divisional Coordinator works within the parameters of established Ministry and government policies, guidelines, processes, and procedures as well as within directives established by the Minister, Deputy Minister, and Controller. The Controller sets general objectives for the position. The Divisional Coordinator exercises initiative and authority to ensure effective systems and resource management processes are developed to meet the business requirements of the Controller and the division.

Work is normally reviewed on completion for achievement of results and implications of decisions or recommendations. Generally, unusual or sensitive situations are discussed with or referred to the Controller. The Divisional Coordinator is assessed in terms of ability to meet objectives in a professional, pro-active fashion and in compliance with relevant legislation, policies, and procedures. Issues and situations without established policies, processes, guidelines, or clear precedent are discussed with the Controller, mainly in terms of solutions and recommendations developed by the Divisional Coordinator to deal with the issues.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

The Divisional Coordinator requires extensive knowledge and understanding of:

- Government, Ministry and division organizational structures, mandates, and programs
- relevant Ministry and division business plan goals, objectives, and strategies
- mandates of and relationships to key stakeholders, clients and partners
- division priorities, issues, and services to assign requests, obtain information, manage complicated timelines on behalf of the Controller, and ensure appropriateness of information contained in correspondence and other division documents
- Government and Ministry budget cycles including year-end processes (i.e., Consolidated Financial Statements)
- applicable acts and related legislation (i.e. Financial Administration Act)
- applicable Ministry and Government policies, procedures, and guidelines pertaining to the delivery of administrative services (i.e. budget and account codes; expenditure officer policy and designations; contract policies; procurement card policy; expense claim policy; correspondence guidelines; records management and FOIP guidelines)
- automated systems and software tools used to carry out responsibilities (i.e. Microsoft Outlook, Word, Excel, PowerPoint, Sharepoint, 1GX, ARTS, the internet / intranet)

The Divisional Coordinator must have highly developed and demonstrated:

- ability to critically analyze issues to recommend viable and effective administration solutions and compile and manage information for the Controller and the division
- organizational skills to constantly prioritize activities, issues and multiple demands
- written and verbal communication skills to relay information between the Controller's office and offices of senior Ministry and government representatives and to ensure the high quality of all documents, submissions, and correspondence originating from the Controller's office
- interpersonal, consultative and conflict resolution skills, including ability to handle and address sensitive and/or controversial situations and negotiate agreement and commitment to varied processes
- leadership and relationship management skills to facilitate issues management and resource coordination and provide direction and guidance to administrative support positions throughout the division
- research and problem-solving skills
- project planning and management skills
- commitment to confidentiality, tact, diplomacy, teamwork and continuous improvement

The Divisional Coordinator must be able to:

- manage complex information flow and assignments within short time frames
- make decisions and judgments on sensitive, confidential issues requiring immediate attention
- adapt to changing priorities and demands of high volume and often stressful workload
- demonstrate sensitivity to the political environment and division capacity; proactively identify trends, concerns, and issues; and develop associated solutions and recommendations

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- function independently as well as lead and contribute within a team environment
- demonstrate initiative, flexibility, sound judgement and creativity

CONTACTS: The main contacts of this position and the purpose of those contacts.

This position has regular and ongoing contact with:

- the Deputy Minister's office to respond to information requests, exchange information, resolve issues and provide support to the Executive Suite
- offices of senior Ministry representatives to provide and exchange information and coordinate division input to assignments and projects
- division Executive Directors, Directors and staff members to provide direction and clarification on assignments and information requests and coordinate responses to issues and projects
- offices of senior stakeholder and government representatives and the public to exchange information about programs or policies, respond to enquiries, and resolve issues
- representatives of Human Resources and Financial Services (i.e., SFOs) to exchange information, resolve issues and coordinate responses to initiatives and projects
- representatives from other jurisdictions (i.e., Federal, Provincial and Territorial Comptrollers' offices)
- representatives from the Canadian Institute of Chartered Accountants (CICA) and the Public Sector Accounting Board (PSAB)

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

CHANGES SINCE LAST CLASSIFICATION REVIEW:

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

